



Better Buildings Neighborhood Program
Workforce/Business Partners Peer Exchange Call:
*Working with Real Estate Home Inspectors,
Exterminators, and other “Non-traditional” Partners*
Call Slides and Discussion Summary

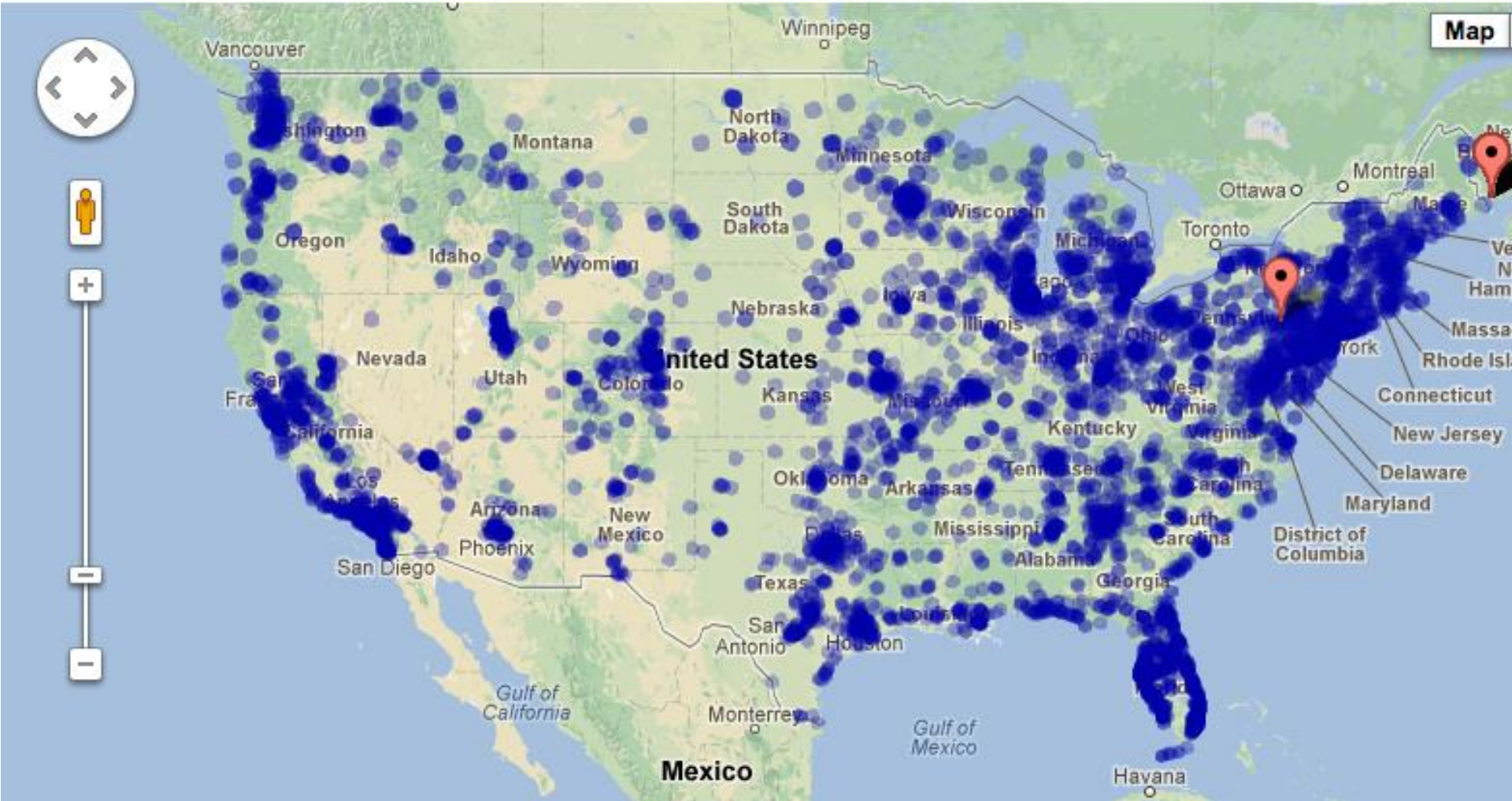
February 28, 2013

Agenda

- Call Logistics and Attendance
- Featured Program Experience
 - Ben Gromicko, International Association of Certified Home Inspectors (InterNACHI)
 - Dave Hatchimonji, Energy Smart, Boulder, CO
- Discussion
 - What are opportunities to leverage home inspectors and others in the real estate transaction processes?
 - What are key lessons about working with home inspectors and others?
 - What resources exist for interested programs?

Participating Programs

- Austin, Texas
- Berlin, NH
- Boulder, CO
- Durango, CO
- Hastings, NE
- Los Angeles, CA
- San Diego, CA



InterNACHI Membership Map.

United States Only. 20-mile radius.



Right now, all across the country, a home inspector is sitting at a breakfast table with a new homebuyer, the buyer's agent, a home seller, and the seller's agent.

Your Home Inspector your-inspector@internachi.org via mail
to me ▾

9:04 AM (5 hours ago) ☆ ↶ ↷

Included are some tips and resources about items found during your inspection.

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[Ben J. Gromicko](#)

First thing's first:

Thank you for choosing me to perform your home inspection! Buying a home is a huge decision and commitment, and I really appreciate that you trust me to be a part of the process.

About this newsletter

Just like the engine of an automobile, your house works as a system of independent parts. Every part has an impact on the operation of many other parts. A typical home has over 10,000 parts, and over the next months we'll cover different ways to maintain many of those parts.

What's important today

NOW THAT YOU'VE HAD A HOME INSPECTION...

InterNACHI
7th Edition

LEARN HOW YOUR HOME WORKS
KEEP IT MAINTAINED
SAVE ENERGY

Compliments of your participating
InterNACHI-Certified Home Inspector



SUMMARY OF ESTIMATED YEARLY COSTS:



1325 PEARL STREET BOULDER



This report was created by:

Melissa Glickman,

In order to generate your Home Energy Inspection Report, I conducted a walk-through of the home and collected about 40 data points related to

FREE & Exclusive DORA-Approved Online Continuing Education

Choose from any of our FREE online courses:

Saving Home Energy (2 CE)

Home Energy Efficiency (4 CE)

Home Energy Score (2 CE)

1. Visit www.NACHI.org/CO-CE
2. Enter inspector's ID number (below).
3. Choose an online course.



Provided by your local
InterNACHI Certified Inspector

ID # NACHI _____



Dora
Department of Regulatory Agencies
Division of Real Estate





Colorado Energy Office



Colorado Springs Utilities

It's how we're all connected



PREFERRED CONTRACTOR



www.nachi.org

InterNACHI Links

- InterNACHI Home Energy Report [™]: <http://www.nachi.org/home-energy-inspection.htm>
- Sample report: <http://energytool.nachi.org/my-report/268b94e-mpioih>
- Free online CE for Colorado real estate professionals: <http://www.nachi.org/colorado-department-real-estate-education-approval.htm>
- Standards for Home Energy Inspections [™]: <http://www.nachi.org/home-energy-inspection-program-standards.htm>
- Home Energy Inspector [™] Job Task Analysis: <http://www.nachi.org/home-energy-inspection-jta.htm>
- Vision and Mission Statement: <http://www.nachi.org/vision-mission-statement.htm>
- InterNACHI membership list: <http://www.nachi.org/memberlist.htm>.
- InterNACHI is an U.S. Environmental Protection Agency (EPA) Indoor Air Quality Program Partner: <http://www.nachi.org/indoor-air-plus.htm>
- InterNACHI is a U.S. Department of Energy (DOE) Partner with the Home Energy Score Program: http://www1.eere.energy.gov/buildings/residential/hes_partners.html#Colorado
- InterNACHI curriculum and accreditations: <http://www.nachi.org/education.htm>
- Contact InterNACHI: <http://www.nachi.org/contact>

- *Question:* What can we do when realtors aren't interested in listing scores related to homes because it makes some homes appear less desirable?
 - This challenge can be alleviated in part through educating the realtor community through courses on energy efficiency and home upgrades. Home inspectors can recommend home upgrades after buyers move into a home.
- *Question:* Are home inspectors equipped with blower doors and other tools? Is there extra effort associated with collecting data for the home energy score?
 - The inspector's role is non-diagnostic. They conduct an inspection using a Home Energy Report, which provides express results and can generate leads for home assessments (and ideally upgrades).



energySMART

Your Efficiency Solutions

EnergySmart-InterNACHI Partnership

February 28, 2013

Dave Hatchimonji

EnergySmart Residential Program Mgr



energySMART

Your Efficiency Solutions

EnergySmart and the InterNACHI Home Energy Inspection Report

For Home Inspector:

- Pay qualified home inspectors \$10 for each Home Energy Inspection Report generated in Boulder County

For Boulder County:

- EnergySmart receives customized copies of these reports to use as a lead generator

For Homeowner:

- Customers are enrolled in EnergySmart at no-charge with access to Energy Advisors, \$ incentives, quick install measures, and contractor bid assistance



energySMART

Your Efficiency Solutions

InterNACHI Home Energy Report example

<http://energytool.nachi.org/my-report/201294ef-189gia6e>



energysMART

Your Efficiency Solutions

How It Works:

Moving the customer from the Home Energy Inspection Report (HER) to EnergySmart



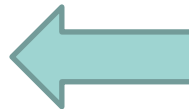
Qualified Home Inspector conducts HER during Std. Inspection



Report emailed to EnergySmart Call Center by InterNACHI



Advisor w/ customer: Uses recommendations for bidding or add'l diagnostic work



Call Center follow up (free enrollment & Energy Advisor Assigned)

- *Question:* What level of training is required for home inspectors in the Boulder program?
 - The Weatherization Assistance Program Technical Assistance Center (WAPTAC) training for building science was used to develop a training package and training requirements. All inspectors are trained and certified.
- *Question:* What Quality Assurance (QA) processes are in place for home inspection reports? How is QA built into the transaction?
 - A QA program was developed in 2012, including program standards of practice and code of ethics. Inspectors must follow those standards. Inspectors are not allowed to do upgrade work on homes that they inspect.

- *Question:* What conversion rates have resulted from leads generated through the program's relationship with home inspectors in Boulder?
 - In Boulder program-wide, conversion rates are approximately 60% from enrollment to a major upgrade. It is too early to determine conversion rates from inspectors specifically.
- *Question:* Working with the real estate community, how many local real estate listings are utilizing a green features addendum? Do you see opportunities for leveraging those green features with work that inspectors are doing in creating home energy reports?
 - There are not a lot of homes with green labels for sale in Boulder. The end goal is not to have an energy score number but to impart overall information about the home.

- *Question:* How do you overcome the fact that most real estate agents consider a home energy score something to sell against, not to help sell a home?
 - One option is to offer training modules and workshops that agents can take to satisfy their continuing education requirement.
- *Question:* Is there a difference in real estate agents' response to this issue depending on the market?
 - No. It is important to educate realtors in how to present home energy improvements to buyers and sellers regardless of the market conditions.
- *Comment:* In Austin, Texas, there is a requirement to conduct an energy audit in order to sell a home.
 - If anything is identified in the audit as a potential upgrade, the seller and buyer are made aware of it. This has been a great source of leads.

- Currently scheduled
 - Approaches to Approved Contractor Lists (April 25)
- To be scheduled:
 - 3rd Party vs. Contractor Assessments in the Post-grant Period
 - Designing Contractor Friendly Programs
 - Quality Control Inspections and Testing in Post-grant period